

Attleborough Surgeries

Patient Participation Group Minutes Monday 15th July 2024

Attendance (Initials of Participants Only): MH, JG, DB, PW, IA, LH, HH, GH, MK, JM, LS, SH, LM

Apologies:

1. Welcome and Introductions

MK and PW were welcomed to the group and the second meeting of the newly formed Patient Participation Group (PPG).

2. Approval of Minutes of the Previous Meeting

These were agreed as a true and accurate record. GH feedback that he had seen that the minutes had been posted on the Practice website and requested that the reference to the PPG on the website be amended to read in full 'Patient Participation Group' as many patients wouldn't know what the acronym stood for. LM agreed to action.

3. Consent to Share Contact Details

A few members had asked about sharing contact details with each other. LM therefore asked if group members were happy and in agreement with their contact email addresses being shared, on the strict understanding and agreement from all members that these would only be used to aid communication amongst the group and would not be shared outside of the group. All members agreed. LM will ask CS separately, who was not at the meeting.

4. Practice Manager Topic – Practice Policy and Response to Social Media Posts

In light of some recent negative social media posts, LM had been asked what the Practice policy was regarding responding to these. LM confirmed that she supported patients right to express views and share comments, but not when

this breached the Practices' zero tolerance policy, broke the admin rules of the facebook group where the comment had been posted, or contained aggressive and/or defamatory comments relating to specific staff members.

The Practice policy is that it does not respond directly to facebook comments on general social media groups. However, by posting a comment, the individual has chosen to put their information in a public domain and be identified. When this occurs, the Practice will contact the patient directly either to confidentially discuss, or offer the opportunity to discuss, the concerns they have raised. However, the Practice may also write and issue the individual with a warning if their comments have breached our zero tolerance threshold. LM will also report the individual to the facebook administrators if their group rules have been broken. While the Practice accepts patients have the right to express views, the Practice also has the right to protect its staff and reputation when inaccurate or harmful information is posted.

5. Review of Terms of Reference for Prioritising PPG Activities

GH suggested that the group prioritise which of the 7 objectives in the agreed Terms of Reference they wanted to focus on and activities and actions could then be agreed from this start point. Some wide ranging discussions took place on what areas the PPG could become involved in and / or champion, but LM asked the group to be mindful of what was realistic to take on due to the time commitment that may be involved. There was a common theme from members regarding the best way for the Practice to communicate with its patients on matters of interest or in order to share information. There are now numerous mediums available, with many patients having a preference for one over another.

IA and MK volunteered to review the Practice waiting areas at Station Road and Queens Square before the next meeting and feedback on their findings regarding quality and accessibility of information available and/or missing. LM thanked both for this offer.

6. Requested Areas for Help from the Practice

LM confirmed that the first flu clinic will be taking place on Friday 4th October and any volunteer help from the PPG would be very welcome. This could be to support wayfinding, making refreshments, promoting the PPG, etc.

7. Appointment of:

Chairperson – DB volunteered to take the chairperson role for a three month term and would meet with LM before the next meeting. Thank you DB.

8. AOB

The group had run out of time and agreed that they wanted to meet again sooner than the quarterly meeting date that had been agreed as part of the Terms of Reference.

9. Date and Time of Next Meeting

The next meeting will take place on Monday 2nd September 16.00 – 17.30 at Station Road Surgery.